

Introduction

This document contains Oil City Express first Progress Report on implementing actions outlined in the Oil City Express Accessibility Plan 2023-2026.

Oil City Express is an equal opportunity employer and are committed to building a culture of inclusivity and accessibility by promoting and encouraging a welcoming, respectful, and diverse workforce.

As an employer and service provider Oil City Express is committed to providing a barrier-free experience for employees, contractors, vendors, and customers. Ensuring that all services are accessible for individuals to feel included and able to participate fully.

Over the past year, Oil City Express has worked on making improvements to the accessibility of employment, the built environment, information and communication technology, communication, procurement of goods, services, and facilities, and the design and delivery of programs and services.

We rely on feedback from employees, contractors, vendors, and customers and persons with disabilities to improve in the areas outlined in the Accessible Canada Act.

General

Feedback

The Human Resources department in consultation with staff is responsible for the development and coordination of the Accessibility Plan for Oil City Express. The Human Resources Department is also responsible for receiving feedback from the public about accessibility barriers and Oil City Express's accessibility plan. If you require support while providing feedback, please let us know and we will do our best to accommodate you.

To provide feedback on accessibility barriers or request copies of Oil City Express's accessibility plan or a description of our feedback processes contact us at the following:

Email: peterlush@OilCityExpress.com
Phone: 780-790-9292
Web: www.OilCityExpress.com
Mail: ATTN: Peter Lush
Oil City Express
260 MacKay Cres
Fort McMurray, AB T9H 5C6

Internally: Employees are encouraged to use the online feedback portal.

Accessibility Plan Areas

Area 1 Employment

Oil City Express's objective is to provide access to career opportunities to persons with both visible and invisible disabilities by recruiting, retaining, and promoting persons with disabilities and fostering an accessible workplace.

Over the past year Oil City Express has worked on its employment processes to make them more accessible including:

- Providing training to managers on the Duty to Accommodate, so managers better understand how to assist in the accommodation process
- Continuing to advertise as an equal opportunity employer that values diversity and inclusion on all job postings
- NOTE: we will be adding notes in our advertisements about how to request accommodations during the hiring process

Area 2 The Built Environment

Since the last feedback, we have relocated to a new building. Previous barriers related to sound and lighting, washroom accessibility have been improved and now acceptable.

Area 3 Information and Communication Technologies (ICT)

Oil City Express reviewed current programs used to ensure programs meet accessibility standards. Through the accommodation process employees can request adaptive technology as required.

Area 4 Communication, other than ICT

Oil City Express's objective is for all employees to be able to access various forms of communication materials.

Oil City Express continues to review all policies and procedures and written material to ensure it is in clear and concise language for those with varying literacy levels, cognitive disabilities, or whose first language is not the primary language used in our communications.

Employees can request alternate forms of documentation or in other languages as needed.

Survey respondents identified concerns with written materials. Oil City Express's objective is for all employees to be able to access various forms of communication materials. Concerns were with HANDWRITTEN materials, which will be transcribed to typed material for clarity.

Area 5 The Procurement of Goods, Services, and Facilities

Oil City Express's objective is to implement practices to ensure goods, services, and facilities procured are accessible.

Oil City Express is working on strengthening procurement guidelines to include accessibility requirements and incorporating accessibility considerations

Area 6 The Design and Delivery of Programs and Services

Oil City Express is looking at developing an accessibility checklist to use as a tool to measure the accessibility of internal and external programs where applicable.

Area 7 Transportation

Oil City Express does not coordinate a transportation system for people. This means that the standards for transportation are not in the scope of the plan.

Training / Consultations / Feedback***Training***

Oil City Express continues to work on removing barriers to employment. Through the development of this plan and ongoing work with various stakeholders including persons with disabilities Oil City Express aims to be barrier free. Ongoing work is required to improve representation in our workforce at all levels.

In creating a people first approach to accessibility Oil City Express will develop and require all employees, supervisors and managers to participate in accessibility training with focus on Canada Human Rights, as it relates to persons with disabilities and accommodation, types of disabilities, ways to communicate with people with different types of disabilities, tips and best practices, and accessibility resources. This training, while mentioned verbally, is still in progress of development.

Consultations

In the past year we have done numerous internal surveys to gather more information to ensure we are meeting the needs and abilities of all employees. There has been no new feedback at this point.

Feedback

Persons with disabilities feedback is vital to understanding the barriers they may face. As part of Oil City Express's Accessibility Plan a feedback process was created where employees and members of the public could share ideas. Since the publication of our plan, we have received limited feedback through our feedback mechanisms.

Alternate Formats

Oil City Express will provide upon request our accessibility plan in the following formats:

- print (within 15 days)
- large print (within 15 days)
- braille (within 45 days)
- audio recording (within 45 days)
- electronic (within 15 days)

Glossary***Barrier***

Means anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability

Means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.